

InceyWinceys Day Nursery

Uncollected Child

In the event that a child is not collected by an authorised adult at the end of the session or working day, Incey Winceys Day Nursery and Preschool implements the uncollected child policy.

These ensure that the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will endeavour to ensure that the level of care is not compromised during this time in order to cause as little distress to the child as possible.

We inform parents and carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

Procedures

Parents of children starting at the nursery are asked to provide the following specific details (which are recorded on our contract forms, kept securely on the child's personal file and transferred to an emergency contact spreadsheet on the computer)

- Home address and telephone number
- Mobile telephone number
- Work contact number
- Names and telephone numbers of adults that are authorised to be used as emergency contacts, and may collect the child from the nursery, for example a grandparent
- Email addresses
- Who has legal responsibility of the child/parental responsibility
- Information about any person who does not have legal access to the child, through providing a copy of any court orders

On occasions when parents are aware that they will not be contactable on the usual details they have provided, additional details should be given.

Parents are informed that if they are unable to collect the child as planned, they must inform us so that a contingency plan can be put in place.

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If the child is not collected by the end of the day we adhere to the following procedures:

- The child's file is checked and staff asked for any information about changes to the normal collection routines
- If no information is available, parents are contacted at work, at home or on their mobile telephone.
- After ten minutes, if there has been no response or return call from the parent or carer, the adults who have been authorised on the contract forms as emergency contacts will be contacted.
- All reasonable attempts will be made to contact the parents or carers.
- The child will not leave the premises or be allowed to leave the premises with anyone unless it is agreed and checked with the named person who has legal responsibility.

If no one collects the child, and/or no contact has been made despite every reasonable attempt, we apply the procedures for uncollected children.

We will contact our local authority MASH team on 0208 708 5897 (out of hours) or 0208 708 3885 (9am-5pm) if we have not heard anything within 30 minutes of closing.

The child will stay at the setting with two members of staff until the child is safely collected by the parents, carers, emergency contact or social care worker.

The social worker will aim to find the parent or a relative, however if they are unable to do so the child will be looked after by the local authority.

Under no circumstances will staff go looking for a parent, nor do they take a child home with them.

A full written report of the incident will be recorded on the child's file.

Should the child be uncollected after the first incident, the Designated Safeguarding Lead (DSL) should be notified as it may become a safeguarding concern and needs to be assessed.